



Great Barrier Reef Marine Park Authority Service Charter 2020 — 2024

From the CEO

I am pleased to present this service charter for the Great Barrier Reef Marine Park Authority.

This charter states our values, approach, services, clients and standards to all. It explains how you can find out more about us and encourages you to give feedback on our performance.

The role of the Great Barrier Reef Marine Park Authority is to ensure the long-term protection of the Great Barrier Reef. We aim to provide the appropriate service to meet our commitment and to maintain and improve our capacity to serve the Australian Government and public interest. Our services will continue to develop and we will review this charter regularly in line with changes.

We provide services to our clients and we collaborate with others to manage the Marine Park. Certain functions are carried out in conjunction with other Australian and Queensland government organisations. For example, field management of the Marine Park is managed jointly with Queensland government agencies. We also work with Traditional Owners, scientists, industries, interest groups and the broader community.

Our clients interact with us in a variety of ways — as partners, applicants, visitors and information seekers, so this charter is necessarily broad in content.

Your comments and suggestions are welcome at any time and will be instrumental in future reviews of this charter.

Josh Thomas
Chief Executive Officer
April 2020

About the Great Barrier Reef Marine Park

The Great Barrier Reef Marine Park stretches 2300 km along the Queensland coast and covers 344,400 square kilometres. It is the largest coral reef ecosystem in the world and supports an outstanding array of plants, animals and habitats.

The Marine Park supports a variety of uses, particularly tourism, fishing, recreation and shipping. It is an integral part of the lifestyles and livelihoods of communities along the Great Barrier Reef coast.

Who we are

The Great Barrier Reef Marine Park Authority (the Authority) is Australia's lead management agency for the Reef. Established under the *Great Barrier Reef Marine Park Act 1975*, we are the Australian Government statutory authority responsible for protecting and managing the environment, biodiversity and heritage values of the Great Barrier Reef Region.

We report to the Australian Government Minister for Agriculture, Water and the Environment and advise the Minister on a range of matters relevant to the care and development of the Great Barrier Reef, including day-to-day park management, developing and implementing policies, plans and programs to protect biodiversity, building capacity through stewardship and education and synthesising knowledge to guide adaptive management.

Our headquarters are in Townsville and our staff work from Cape York to the southern Great Barrier Reef. We also have staff based in Cairns, Mackay, Gladstone, Brisbane and Yeppoon as well as Canberra.

What we do

Our purpose is the long-term protection, ecologically sustainable use, understanding and enjoyment of the Great Barrier Reef for all Australians and the international community through the care and development of the Marine Park.

To achieve its purpose the Authority delivers its work under four main program areas with a focus on protecting, managing and restoring the Great Barrier Reef's ecosystem health, resilience, biodiversity, and heritage values and working with others to reduce the effects of an accumulation of impacts on this iconic natural wonder.

Program area 1: Providing expert knowledge to influence and advise key decision makers on managing, reducing or avoiding significant threats to the Reef.

Program area 2: Regulating and ensuring Marine Park user compliance.

Program area 3: Educating and fostering stewardship to enhance protection of the Reef.

Program area 4: Enhancing reef resilience through continuous improvement and new initiatives across all aspects of management.

In delivering its work program the Authority strives to realise three goals:

- The protection and restoration of the Reef's ecosystem health, resilience and biodiversity
- Safeguarding the Reef's heritage
- Ensuring ecologically sustainable use and benefits for current and future generations.

Our [Corporate Plan](#) outlines our focus and key priorities to improve the health and build resilience of the Reef.

Our values

In addition to the Australian Public Service Values and Code of Conduct, the Authority is visionary, embraces innovation, demonstrates leadership and integrity, and fosters partnerships with stakeholders in its management of the Great Barrier Reef Marine Park.

We strive to incorporate these values in all dealings with our clients.

Our approach

To manage the Great Barrier Reef Marine Park, we will:

- Protect the values of the Great Barrier Reef Marine Park and Great Barrier Reef World Heritage Area using an ecosystem resilience based management and regulate activities that occur within the Marine Park so they are ecologically sustainable.
- Promote ecologically sustainable use of the Marine Park, the coast and catchments adjacent to the Great Barrier Reef.
- Use the best available science, knowledge and information to support environmental policy, regulation and conservation outcomes.
- Actively engage and recognise understanding and working constructively with others is essential in achieving our outcome.
- Provide information and education programs to raise awareness and to encourage behaviour change within the community that will help protect the Great Barrier Reef.
- Respect Traditional Owner culture, and recognise their cultural connections to sea country within the Marine Park.
- Work collaboratively with many different organisations and groups to manage the Marine Park including Queensland Government agencies, other Australian Government agencies, Traditional Owners, scientists, industries, interest groups and the broader community.
- Ensure we have expertise and field experience on issues of concern to the Marine Park and its stakeholders.
- Use a risk management approach to managing the Marine Park.

Our clients

Our clients include anyone who we provide a service to, who works with us in delivering results or who has an interest in what we do. This includes:

- the Australian Minister responsible for Agriculture, Water and the Environment
- Australian, Queensland and local governments and agencies
- Traditional Owners
- research institutions
- educational organisations (primary, secondary, tertiary)
- environmental non-government organisations
- industry and community representative bodies
- people and organisations responsible for managing Australia's natural resources
- members of advisory groups and program participants
- the wider Australian and international community.

Our clients seek widely differing services and outcomes which include:

- consultation as part of the development or review of policies and programs
- permits under legislation we administer
- developing partnerships for particular initiatives or programs
- obtaining information for organisation or personal use
- management arrangements that support ecologically sustainable use in the Marine Park
- enjoying and experiencing the Marine Park we manage.

The Authority has established the following advisory committees to assist in the management of particular issues in Marine Park locations and operational programs:

- Technical Advisory Committees play a key role to advise the Authority in relation to actions that can be taken to address risks to the Great Barrier Reef identified in the *Great Barrier Reef Outlook Report 2019*.
- 12 Local Marine Advisory Committees operating across regional centres adjacent to the Great Barrier Reef between Cooktown and Bundaberg. These committees provide advice to us, other government agencies and organisations on marine and coastal issues and specific activities that affect the Great Barrier Reef in the local regions.

Our availability

We are contactable by phone during normal office hours (8.30 am–5.00 pm) and by email, letter or completion of an online form at our web site.

We will respond in a timely manner when answering your requests or queries.

We will continue to improve access and service in recognition of the particular needs of our diverse client base including in accordance with the principles of the National Disability Strategy and via intelligent web portals as appropriate.

If we are unable to provide you with the information or the service that you need, we will try to refer you to an appropriate contact point in another agency or organisation.

Contact details for our head office in Townsville are:

Great Barrier Reef Marine Park Authority
280 Flinders Street
TOWNSVILLE QLD

Phone: (07) 4750 0700 (Switchboard)
Free call: 1800 990 177
Permits hotline: (07) 4750 0860 (open 9 am to 2 pm, Monday, Wednesday and Friday)
Permits email: assessments@gbbrmpa.gov.au
Environmental management charge hotline: (07) 4750 0837
Incident reporting hotline: 1800 380 048 (24hr)

Email: gbrinfo@gbbrmpa.gov.au
Website: www.gbbrmpa.gov.au

Or you can write to us at the following address:

Great Barrier Reef Marine Park Authority
PO Box 1379
TOWNSVILLE QLD 4810

We have regional offices along the Great Barrier Reef coasts and in Brisbane and Canberra.

Cairns

Cape York Region (Cape York to Bloomfield)
Far Northern Region (Daintree to Mission Beach)
PO Box 6091
CAIRNS QLD 4870

Phone: (07) 4057 0700
Email: cape.york.region@gbmpa.gov.au
far.northern.region@gbmpa.gov.au

Mackay

Central Region (Bowen to St Lawrence)
PO Box 94
MACKAY QLD 4740
Phone: (07) 4862 9999
Email: central.region@gbmpa.gov.au

Brisbane

Level 19, 215 Adelaide Street
BRISBANE QLD 4000
Phone: (07) 3837 3456

Yeppoon

Southern Region
(Stanage Bay to Bundaberg)
PO Box 1058
YEPPOON QLD 4703

Phone: (07) 4848 7878
Email: southern.region@gbmpa.gov.au

Canberra

John Gorton Building
King Edward Terrace PARKES ACT 2600
Phone: (02) 6191 6815

Gladstone

223 Leo Zussino Drive,
GLADSTONE MARINA QLD 4680

The Authority's service standards

We will:

- Provide the most accurate, up-to-date information available to us where this information is not sensitive or classified.
- Be respectful and sensitive to your needs and respond in a culturally sensitive way.
- Answer phone calls promptly during normal office hours and identify ourselves.
- Reply to correspondence within 20 working days of receipt or, if we cannot answer within that time, send you an acknowledgement and let you know when you can expect a reply.
- Respond promptly to requests for publications, reference material or other printed information.

Note some timeframes may differ depending on the nature of the service provided (for example Freedom of Information requests, permit application assessments, environmental management charge). Please contact us if you require more detail about these services.

When developing policy we will, wherever possible:

- Consult widely to make sure that the views of industry, environmental, and cultural organisations, Traditional Owners, interested members of the community and other government agencies are properly considered.
- Provide reasonable time for comment on policy proposals.

When we are carrying out our legislative responsibilities, we will:

- Administer provisions lawfully, fairly and objectively.
- Provide up-to-date and accurate information about the relevant legislation to clarify your, and our, obligations.

Improving our services

We aim to be a best practice, proactive organisation and deliver information using the most up-to-date technology. Assessing how well we perform against our standards will help us achieve this goal.

We will assess our performance through:

- the responses of the public and key stakeholders to our information strategies, management strategies and products
- monitoring and evaluating our services against our standards.

How you can help

You can help us to meet our standards by:

- giving us sufficient and accurate information for us to provide the service you require
- providing feedback and comments on the services we provide
- treating our staff courteously
- leaving a clear and concise message if your telephone call is answered by voicemail and our staff will return your call as soon as possible to answer your query.

Your privacy

We recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. Our Privacy Policy is available at:

<http://www.gbrmpa.gov.au/home/privacy>.

If you think we have breached the Privacy Act, please contact our Privacy Contact Officer on privacy@gbrmpa.gov.au.

Reporting fraud

Staff or members of the public who suspect or have knowledge of fraudulent activity, or any other illegal activity, relating to the Authority's business, may contact the Director Legal Services by phone on (07) 4750 0700 or in writing to the address given below.

Director Legal Services

Great Barrier Reef Marine Park Authority

PO Box 1379

TOWNSVILLE QLD 4810

Email: legal@gbrmpa.gov.au

Making a Public Interest Disclosure Report

If you are a former or current staff member or a former or current contractor to the Authority and you wish to make a Public Interest Disclosure Report regarding serious wrongdoing by another public official (as defined in the *Public Interest Disclosure Act 2013*), you may contact the Authorised Officer of the Authority. Information about public interest disclosures and how to make such a disclosure to the Authority is available at <http://hdl.handle.net/11017/3284>.

Feedback on procurement

Disputes or complaints about a procurement process should be referred to the Authority complaints officer at chieffinancialofficer@qbrmpa.gov.au and include details of the basis of your dispute. More information about procurement feedback guidelines, including process for lodgement and assessment, can be found on our website at <http://www.qbrmpa.gov.au/about-us/corporate/procurement-feedback-guidelines>.

If your issue is not resolved, and you consider it relates to the specifications of a particular tender that were such that you were prevented from preparing a competitive tender response, you can refer a complaint to the Commonwealth Procurement Coordinator. Further information on this process is available at <https://www.finance.gov.au/government/procurement/procurement-coordinator>

Feedback on our service

Your feedback on our performance can help us improve our standards of service. If you have any general comments, suggestions for improvement or complaints, please let us know by completing the form on our website at: www.qbrmpa.gov.au/about-us/contact-us.

If you have specific feedback, are dissatisfied or have concerns about our day-to-day services, please raise this with the staff member concerned or their supervisor. We will try to resolve the problem immediately.

If you make a complaint we will:

- ensure the matter is dealt with by a senior officer who is independent of the matter being addressed
- inform you of who is dealing with your concern
- investigate the matter thoroughly and expediently, and
- reply within 20 working days, or inform you of progress in resolving your complaint.

If you remain dissatisfied with how we handle your complaint, please contact:

Office of the Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601

Phone: (02) 6276 0123
Freecall: 1300 362 072
Email: ombudsman@ombudsman.gov.au

Review of this service charter

This charter will be reviewed after the publication of the next Great Barrier Reef Outlook Report.